

4. We have reason to believe that PRTC Marketing is asking WorldNet customers who are also PRTC CPE customers to sign information LOA's so that they may access the account to service them. Is this occurring? If it is, this is WorldNet's proprietary information and should not be accessed by PRTC's Marketing group in this way.

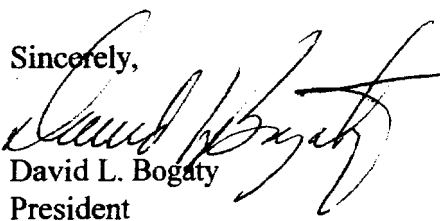


5. Finally, and perhaps most damaging is that PRTC Marketing is providing expedited repair and installation to large customers that exceed what WorldNet can provide through PRTC. WorldNet should have parity in these areas with PRTC. If a customer is receiving special and expedited service, specifically in repair and installation will you transfer to WorldNet the same ability in order to provide parity?

Mr. Neal perhaps this meeting is overdue, but I feel I have reason to be skeptical of PRTC Marketing's intentions to resolve these issues. My trust was eroded when even after I spoke directly with you on the issue of Doral Financial Corporation and you reassured me that you would take care of it, Ms. Jossie Dickson of DFC was misinformed three more times by PRTC. Further, while this was happening you broke your commitment to call me back and would not return my calls for over a week, and then only after I had Ms. Lambert's secretary call you directly. This was followed by you undermining WorldNet's integrity by incorrectly accusing WorldNet of taking service without authorization from an unrelated customer in a meeting with WorldNet's General Manager, Gloria Mulett and Ms. Dickson from DFC.

I hope my skepticism is unwarranted and I hope I can count on you to work with me to improve our severely strained relationship. We need to stop the actions above from occurring before these problems escalate to another level. We are also eager to listen and stop any improper activity on the part of WorldNet's marketing staff. I assure if there is any, I do not know of it, and will stop it if it is occurring.

Please call my assistant Ms. Rosario to set up a meeting at your convenience.

Sincerely,  
  
David L. Bogaty  
President

cc: Mr. Juan Velazquez, CPA  
Ms. Cristina M. Lambert, CPA  
Ms. Kerri Self, Primus  
Ms. Melissa Neal, Primus



TO : MR. JUAN VELAZQUEZ AND ALL IN ATTENDANCE  
FROM : GLORIA MULETT  
RE : AGENDA TOPICS  
DATE : OCTOBER 13, 2000

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The following are my minutes from the meetings we had on Tuesday, October 17, 2000. If you disagree with any of the statements below, please make the corrections and send it back to me right away or I will conclude that the following are the agreements made and conclusions drawn at the meetings:

1. Ability to view PIC.

Resolution: Until the task request to the ISO department is completed, Cookie's group will provide parity. This means, we need to get PIC status whenever we need it, without waiting, unless agreed to otherwise. We will make a good faith attempt not to overburden PRTC.

2. Fondo del Seguro del Estado.

This was not discussed. We need to sort through this issue. I recommend we meet early next week to discuss our course of action.

3. Regarding WorldNet's complaints that PRTC marketing is misinforming WorldNet customers to win them back to PRTC, Mr. Velazquez agreed to set up a training for the Marketing group to explain what is allowed and not allowed under Puerto Rico Law 213. This will include the representatives at 729-3131, and 611.

**A date needs to be set for this.**

4. Mr. Neal agreed to explain to his staff that it is PRTC that assigns "Dummy" numbers not WorldNet. He also indicated that the system of "Dummy numbers" would be disappearing soon.

**Please let us know when this has been accomplished.**

5. Additionally, Mr Neal committed that anyone caught misinforming the customer at WorldNet's detriment will be disciplined severely.

6. Mr. Neal agreed to investigate the incident that a Mr. Jerry Garcia informed Mr. Pedro Cortes of Fondo del Seguro del Estado that he could no longer call PRTC to request service on his CPE. He was told he had to call WorldNet.

**Please inform me of the results of this investigation.**

7. We have reason to believe that PRTC Marketing is asking WorldNet customers who are also PRTC CPE customers to sign information LOA's so that they may access the account to service them.

Mr. Neal did say that PRTC is asking CPE customers to sign CPNI statements but is not, and will not use the CPE service as leverage to get the customer to sign it.



Mr Neal agreed that his group is providing better service including installations and repair to big customers through his re-organization, his people's connections, "Calling in favors" inside the company, and any other means possible. Mr. Velazquez acknowledged that resellers currently do not have parity with this . Mr. Velazquez agreed to set a meeting with appropriate people to rectify the lack of parity immediately. I expressed the need for PRTC to define the new standard that Mr. Neal's group has set in order to measure parity.

**This is urgent. Parity in service needs to be provided immediately.**



To: Mr. Juan Velazquez CPA, INTERNET:JVelazquez@prtcmail.prtc.net  
From: David Bogaty, 110744,3307  
Date: 10/26/00, 2:53 PM  
Re: Parity in Service

Mr. Velazquez I know you are quite busy, and I hope you are not reading this directly after reading a scathing e-mail from Primus.

I am writing to request the status of two issues of primary importance to us.

1) How is PRTC going to give WorldNet parity in service and install with marketing? This needs to be solved immediately. I can not afford to be patient with this issue, as it directly damages WorldNet's ability to sign and maintain large customers.

2) Training to Marketing group including Equipment repair, 611, and 811.

Please let me know if I can be of any assistance in helping you solve either of the issues.

Regards,

David



To: Mr. Juan Velazquez CPA, INTERNET:JVelazquez@prtcmail.prtc.net  
From: David Bogaty, 110744,3307  
Date: 11/2/00, 12:33 PM  
Re: Waiting for Response

Mr. Velazquez, I need a response of your actions and plan to bring resale up to parity with retail for service and installation. I have not received a response from my last e-mail.

Please cooperate with us on this matter. We can not afford wait longer on this issue.





To: Mr. Juan Velazquez CPA, INTERNET:JVelazquez@prtcmail.prtc.net  
To: Gloria, INTERNET:mgloria@prtc.net  
To: Frank Lucero, INTERNET:Flucero@prtc.net  
From: David Bogaty, 110744,3307  
Date: 11/10/00, 10:53 AM  
Re: Minutes and agreements of Nov 8 conference call

Mr. Lucero, thank you for working with us on the parity issues with PRTC and resale. After our discussion I am optimistic that we can achieve our goal of parity in an acceptable time frame. The following is what I took away from our conference with Mr. Velazquez. If you or Mr. Velazquez feel that anything I have written was either not an agreement or is incorrect in any way please let me know right away so we can avoid any misunderstandings.

- 1) By the end of first quarter 2001 Mr. Lucero said that a new system will be established at PRTC to provide much improved repair and installation timeframes and specific due dates will be assigned and they will be met.
- 2) At the same time, WorldNet will be given a single point of contact for all issues involving resale and this person will be able to access and solve problems with a much greater degree of efficiency.
- 3) Mr. Lucero committed to have established and implemented via discussions with David Bogaty of WorldNet a interim procedure that ensures parity in repair, service and installation is being provided by PRTC to resellers by December 1, 2000. Regarding this, it is my understanding that PRTC has the responsibility to identify what parity is and provide it. It is not WorldNet's responsibility to uncover better service, then report it and demand the same. I am looking for PRTC to identify comprehensively the level of special treatment Mr. Neal's group is providing, give WorldNet a copy of this, and provide it for us. I offered as an interim step, that providing a general letter to WorldNet guaranteeing parity for all service, installation and repair, as well as providing in writing, on a case by case basis a commitment to continue providing through WorldNet any specific service a potential WorldNet customer is receiving from retail, would be an acceptable start.

If we are in agreement on this, this works well for me. I thank you and Mr. Velazquez for working with us to keep the relationship on track. I know the whole company is not necessarily aligned with this philosophy, but hopefully together we can keep the relationship on good business terms.



2-16-1

To: David Bogaty, DBOGATY  
CC: [unknown], INTERNET:gnieves@prtcmail.prtc.net  
From: INTERNET:cdiaz2@prtcmail.prtc.net, INTERNET:cdiaz2@prtcmail.prtc.net  
Date: 12/29/00, 12:12 PM  
Re: Re: VIP Desk Criteria

Hi Dave, hope your holidays have been great. I've been brain storming on how to set up the process and here's what I have so far, with more in the developing stage:

I am suggesting we call it an Escalation Desk for our Wholesale VIP Customers with a designated Escalation Officer  
Escalation to this person will be after giving the coordinator (the initial contact) 3 days to resolve a service request that has fallen behind the following standard time, which in this case will be, after 10 days for POTS and after 45 days for Special Services.  
Request for disconnects will be considered a high priority and will be escalated to this person on the same day they are submitted.  
The Escalation Officer will have an additional 3 to 5 days to clear the service installation delay or to inform your company on the corrective action to be taken and an estimated date for completion.  
These escalated request will be divided by large/VIP or very urgent customers until we can readily define the business rules that will govern the process for our mutual customer's benefit.  
Held (delayed) Service Orders that have not been installed because of lack of telephone utility plant, will not fall under the escalation process in the first phase of our defining the business rules, but will be kept in a back burner for the second phase. Please note this is much more complex and requires meetings with the operational areas involved so as to get commitments on time frame for correction.

I still have to define Objective Service Levels to work with, Surveillance Service Levels, Measurement, Reporting Units and Reporting Frequency among other necessary guide lines that still require to be identified.

David Bogaty <DBOGATY@compuserve.com>@compuserve.com on 12/22/2000  
09:00:55 AM

To: "Carmen Kookie Diaz" <cdiaz2@prtcmail.prtc.net>  
cc:

Subject: VIP Desk Criteria

HI. I bet you are ready for the holidays! Before you go, I want to remind you to send the criteria as soon as possible for the VIP desk. You were going to send all the details of how we are to access the the VIP desk and what time frames to use for escalation purposes. Also, what are the expectation for resolution.

For instance,

Escalate to VIP Desk under the following circumstances

- Very urgent problem
- When problem remains unresolved beyond standard time intervals.  
i.e. 10 days installations of POTS line, 45 for dedicated, 48 hours of customer with "No Tone" on a line, etc.
- Large customers receiving special treatment from retail are



## **MINUTES RESELLER MEETING PRT MARCH 2, 2001**

### **ATTENDEES:**

David Bogaty	WorldNet
Carmen Diaz	PRT
Gloria Mulett	WorldNet
Francisco Muniz	WorldNet
Carlos Rodriguez	PRT
Juan Velázquez	PRT

### **QUOTATIONS**

In order for WorldNet to have the ability to quote service requests from our customers they will need PRTC to provide

1. David Bogaty requests access for assistance from the Wholesale Group for thirty days or until they have been provided all the tools needed to quote
  - a. Mr. Juan Velázquez asked Mr. Carlos Rodriguez to assign one of their Technicians to assist WorldNet. Francisco will coordinate with Mr. Carlos Rodriguez.
2. Pricing
  - a. Pricing information for services PRT provides is readily accessible on the PRT Web Site. WorldNet needs exact address
    - i. PRT tariff is posted
    - ii. According to Mr. Carlos Rodriguez all changes to the tariff should be posted on the Web Site
    - iii. Mr. Rodriguez suggests WorldNet calls the PRT department in charge of changes in the Tariff to find out how often this occurs
  - b. Pricing to be used to quote Frame Relay
    - i. Mr. Rodriguez states WorldNet should use the current price in the Tariff to quote
    - ii. He will inform WorldNet the Reseller discount percent to apply
3. Training for WorldNet personnel to configure quoted services
  - a. Carmen Diaz informs that there is no specific training set up at PRT to quote services requested. Her group uses models and code lists to configure
  - b. Carmen says that WorldNet can call her if we find outdated information on the codes and she will provide updated information on new codes and prices
  - c. Francisco Muniz requested a list of which Central Offices and remotes are equipped for ISDN
    - i. Mr. C. Rodriguez says this list is in the Tariff
  - d. WorldNet requested training to quote Frame Relay
    - i. Carmen Diaz again informed there is no formal training to quote, WorldNet can use the Tariff and code list.
    - ii. If there is any outdated or missing information WorldNet can call Carmen and she will provide the information.



2. David Bogaty requests from PRT the ability to resell DSL service in the locations where it is presently available
  - a. Mr. Juan Velásquez comments that PRT will have no other choice than to allow WorldNet and the other Resellers the right to resell DSL Services
  - b. Mr. Velásquez also warns that this service is being displayed, but is not working or billing properly, PRT is in the process of fine-tuning the service. They have received many complaints.
  - c. WorldNet formally requested to Mr. Velásquez to be part of the "Monitor Plan" started in Caparra, Rio Piedras and Santurce
  - d. PRT will be hiring Account Executives for the Wholesale Group and one will soon be visiting the Resellers

#### **NUMBER PORTABILITY**

3. WorldNet needs to know which is the procedure to provide Number Portability to Centennial customers switched to PRT Network
4. At the moment PRT is providing only Interim Number Portability through the use of call forward. September 1, 2001 all ILEC' and CLEC' must provide Number Portability
5. Carlos Rodriguez will verify with Regulatory Division at PRT to see if there is a Reciprocal Clause in the Centennial contract
6. In order for WorldNet to switch a Centennial customer to PRT we must send a letter to Carlos Rodriguez requesting this switch.

#### **ESCALATION DESK**

7. Gloria Mulett expressed her dissatisfaction and disappointment in the performance of the Escalation Desk. WorldNet is not receiving follow-ups and the orders are moving slower now than ever before.
8. Carmen Diaz committed to look into the situation and recognizes that as per the Escalation Desk List handed to her PRT is not meeting the commitments made when Mr. Juan Velásquez created this position.
9. Mr. Juan Velásquez will call or write to the different Directors involved. He also mentioned that he would preferable call a meeting with the Directors to request their cooperation.
10. Gloria must call Carmen on Tuesday 3/6/2001 for follow up on the Escalation Desk List.

**LOCAL SERVICE USAGE (SERVICIO MEDIDO)**

11. WorldNet has been observing many problems and has submitted customer names for PRT investigation of excessive amounts of units in customer's Local Service Usage. Results of investigation are still pending
12. Carmen Diaz explains that they have been experiencing the same problem and this is observed only in end-users with ISDN-BRI Services. Since WorldNet brought this situation to them initially last year they have been trying to figure out what the problem is. The theory is that the modem is configured wrong.
13. Carmen Diaz informs WorldNet that PRT sent out a letter to all of their ISDN end-users informing them that they might experience problems with their ISDN Service if not properly programmed. WorldNet explained that they never received a letter from PRT and Carmen said she would send them a copy
14. WorldNet expressed the need to request a dispute for each of the cases we now have under investigation, Carmen Diaz said she would find out and let WorldNet know
15. Carmen will investigate the specific case of Deya Elevator and notify WorldNet.





**WORLDNET TELECOMMUNICATIONS, INC.**


PLAZA CAPARRA SUITE 204  
ROOSEVELT AVENUE  
SAN JUAN, PUERTO RICO  
TEL. 277-0210, FAX 277-0788

April 17, 2001

Mr Juan Velásquez  
Director  
Wholesale Department  
**Puerto Rico Telephone**  
San Juan, Puerto Rico

Dear Mr. Velazquez:

It was very good to see you in the meeting held last week at PRT with the team in charge of the implementation of the new PRT billing system. I thank you for making this meeting possible.

 I am very troubled by a recent turn of events during a routine inquiry of status on our requests for DSL service on behalf of our mutual customers. We submitted orders for DSL since March 2001 and when I do not see a Service Order number assigned in the recent reports I question the fact. One of our Customer Service Representatives called today to request status and was informed by Mrs. Sonia Domenech that these orders had not been processed because she understands that we do not have access to the Resale of this product. As is her cooperative manner, she said she would consult with Kookie Diaz and get back to us as to how we could handle these Service Orders.

There appears to be a major communication breakdown where vital information and agreements, are not reaching the persons in the front position handling our requests. It is very hard to visualize our good faith business relationship, when these situations occur. Mutual time and effort is placed in our meetings, we come to agreements, leave the meeting feeling that we have moved forward, anticipate implementing and following through on these agreements, and later find that these agreements are totally ignored by PRT.

This delay is costing us money, and loss of credibility before our customers; we request these orders be processed immediately.

There are still several important issues we would like to discuss with you like the Reseller Manual and the time frames to transfer our lines among others. At your convenience please inform me the date of our next Reseller meeting, I will then proceed to send you our Agenda.

I appreciate your support.

Yours truly,

Gloria Mulett  
General Manager





April 21, 2001

I currently work for WorldNet as their Telecommunications Consultant. I am a Registered Communications Distribution Designer (RCDD) and a Nortel Networks Certified Account Specialist, NNCAS. As an ex employee of the Puerto Rico Telephone Company in the Advanced Network Solutions (ANS), Data Division, I was responsible for designing Telecommunications Systems providing advanced technologies solutions for services integration. Other duties include, provide technical support to PRT retail department including the preparation of quotes, project management and technical presentations.

During my last month at PRT I witnessed that the first Request for Quote for a Frame Relay Service from a reseller arrived to this department but nothing was done to provide the reseller with the information they requested. The request for quote was delivered by PRT Wholesale Department to the ANS Department because they do not have the technical expertise to provide the quote, project management and support for Advanced Services like Frame Relay, ATM and DSL services. The Retail Department frequently uses the Technical Support and expertise from the ANS Department but the situation is completely different with the PRT Wholesale Department. They rarely requested information or assistance when I was there.

Another fact of the Wholesale Department is that they do not have the information updated as others departments of PRT do, especially retail. An example is that the Wholesale group was using old tariff information to prepare quotes for services and billed this services wrong. WorldNet communicated to Wholesale this situation and explained to them that the PRT tariff, referencing the NECA Tariff 5, was not using the last change that was effective to July 1, 2000. In my opinion with my familiarity it is not the Wholesale group's responsibility; it is PRT top management responsibility to provides Wholesale the tools and training necessary to support wholesale the same as retail.

Francisco Muñiz  
Telecommunications Analyst



April 15, 2001

Ms. Cristina Lambert  
Vice President GM Wirline  
PRT  
PO Box 360998  
San Juan, PR 00936-0998

Dear Cris:

Thank you for responding to my minutes so promptly. I appreciate you taking the time to follow through. Unfortunately, your responses leave me deeply concerned for the state of the industry. They seem to indicate PRT's desire, or willingness, to continue to operate in a monopolistic fashion.

Your response about how PRT will handle issues of reconnecting WorldNet's accounts without authorization that, "WE (PRT) WOULD NEED TO TREAT SITUATIONS DEEMED "EMERGENCY" OR THAT COULD HAVE "PUBLIC IMPACT" ON AN INDIVIDUAL BASIS," is granting PRT the right to make subjective, and arbitrary decisions, giving PRT anti-competitive power, that will negatively impact competitors in the industry.

The current issue with the WorldNet account Municipio de Coamo is an example. After WorldNet disconnected lines from "Municipio de Coamo" for non-payment PRT unilaterally deemed it "In the public's best interest" to reconnect it without WorldNet authorization and transfer the account immediately back to PRT's service. At the customers request this was completed in a matter of hours. Therefore, PRT deprived WorldNet of its most powerful tool to collect its money (Temporary disconnection of service) by granting itself monopolistic powers to reconnect any customer within hours. Your statement that WorldNet is still responsible for the account's debt follows this and illustrates how this power can be used to cripple competition. This is not a mutual power and it is apparent that this could be used unfairly against any competitor impede or destroy their business.

Again you appear to acknowledge PRT's granting itself monopolistic powers in your response to the issue of account transfer time frames. In your response you apply to WorldNet transfer time frames from a manual that does not yet exist, and that in our discussions we have repeatedly stated were unacceptable. As per our contract, the old manual was written as a joint effort among the industry and PRT, but now your response indicates that PRT is unilaterally rewriting it with substantial changes. Because of PRT's resistance, this manual is not subject to approval from the Puerto Rico

Telecommunications Regulatory Board and now PRT is denying the industry any voice in what procedures, policies and time frames they will be subject to. We are at your mercy.

These type of issues are the reason WorldNet felt compelled ask the FCC to get involved in the Puerto Rico market. I have tried diligently over the past years to negotiate mutually acceptable standards of operations for wholesale markets with PRT, and will continue to try, but the examples above are just further evidence PRT is slipping backwards instead of progressing forward. I hope we can change the direction this situation is heading and operate together to create a fair playing field.

Cris, we have some serious issues here. How would you like to proceed? I will call you this week to discuss further.

Sincerely,

David L. Bogaty  
President  
WorldNet





March 14, 2001

Mr Juan Velásquez  
Director  
Wholesale Department  
Puerto Rico Telephone  
San Juan, Puerto Rico

Dear Mr. Velazquez:

Yesterday during our Operations Meeting with Carmen Diaz and Graciela Nieves we discussed many different issues of mutual concern and among these we talked about time frames for local pre-ordering. The purpose of going over this particular issue is that we have been requesting the need to develop methods, procedures for ordering, pre-ordering, maintenance, and billing in a new Reseller Manual, designed to provide the Reseller with a comprehensive understanding of how to do business with PRT.

It is our understanding and as per our Resale Agreement, Section VII the Resale Carrier Manual will be developed cooperatively by PRT and affected Resellers in Puerto Rico. Contrary to this, we learned yesterday that the Reseller Manual is almost finished and will be following the model of the Verizon Reseller Manual. We are formally requesting to be included in the creation of this manual before it is implemented. Perhaps PRT could organize industry meetings as it did before to get industry input.

During our Operations Meeting held on January 24<sup>th</sup> we were presented with some revisions to the Manual, section that mentions the new Pre-Order procedures we are expected to abide by. We at WorldNet did not agree in the time frames stipulated there because they are contrary to the present time frames we have worked so hard to achieve with the PRT Interconnect Department, and represent a regression. PRT has had almost two years to perfect this process and the time frame should be getting smaller not larger. Additionally, the reason given that more reseller's mean more work is particularly disconcerting. The wholesale group must be prepared to handle more than two or three resellers, or PRT is not devoting enough resources to make the business viable.

In our meeting yesterday we presented as an alternate a sample time frame more in line with our statistics and working experience of how long it takes to transfer an account to WN after we submit the pre-order according to the amount of lines it has. Carmen did not accept our alternative and insists PRT will include their time frame in the Reseller Manual contrary to the fact that they have successfully achieved and are performing at this more efficient level in an even and steady pace. She claims they are implementing this time frame in response to the survey and input of the Interconnect Coordinators. Wouldn't it be important to include the statistics of the Reseller that works with those Coordinators on a daily basis? What was the criteria used and against what? We as Reseller researched not only our experience transferring the PRT lines to WorldNet, but also the experience of transferring WN lines to PRT and the statistics are clear that it can be and has been done in a matter of days not weeks or months.

Mr. Juan Velazquez  
Puerto Rico Telephone  
March 14, 2001  
Page 2

I understand Carmen's concern of not over-committing so she can meet the demands of more Resellers as they enter the arena, but her concern would be better served if she used the increasing demand as a forecast PRT can use as a tool to manage the workforce planning necessary for the long-range needs of the Resellers. She also informs us that PRT is preparing for bigger and better things as soon as the new billing system is implemented. WorldNet is ready to meet the challenge of bigger and better things but we cannot accept **regression**.

We have been insisting since we began Resale that we need a Reseller Manual that will not be altered every time PRT feels they can't meet a commitment clearly stated in the existing Manual. Since last year we have been stating that the existing Manual is not a consistent guide for the Reseller. The Reseller Manual should contain standards of procedures and should be regulated by the Board to guarantee parity and the competitive edge that benefits the end-users in Puerto Rico. Mr. Velazquez, you instructed your personnel to meet with us on a regular basis to revise the Reseller Manual and unfortunately this has not been done. Has there been active participation of the other Resellers? Has our two years of meetings been nothing but a strategy to placate WorldNet while completing the manual unilaterally? We have almost two years of valuable "hands on experience" we can contribute to the revision of the manual and PRT tells us that we as Resellers will have no say in the revision of Manual's content.

It has also become a great concern of ours that we have no idea of the repercussions that the implementation of the new PRT Billing System may have in our business. We request a weekly meeting with your personnel and appropriate other personnel to facilitate this transition until the system has been duly implemented, tested, and all contingencies to assure the Billing and Operations aspect of our business continues to run smoothly. ***This request is urgent!***

We trust your sound judgement and value your intervention to assure that we as business partners can maintain a steadfast pace to assure the success of the Local Service Resellers in Puerto Rico.

Yours truly,

Gloria Mulett  
General Manager

